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ABSTRACT

The survey, conducted by a private research firm under contract to the National Center for Education Statistics, had as its purpose to provide national data about the use of part-time financial aid staff and counselors in higher education institutions. It was found that the use of part-time staff was widespread, occurring in 79 percent of undergraduate institutions (for about 10,000 part-time employees); however, only one of every three institutions used part-time counselors. These institutions used students hired under the College Work-Study Program (CWSP) more than they used other students or nonstudents as part-time employees. Four-year colleges and universities are more likely than two-year colleges to use part-time personnel. Almost half of the institutions planned to introduce or expand the use of part-time counselors, with the major increase planned for CWSP students. If current practices and plans are carried out, 60 percent of the institutions will be using part-time counselors. Part-time counselors' services were generally rated by their employers as adequate or very good, with nonstudents rated somewhat higher than students. The cost for salaries for nonstudents was reported as the greatest deterrent to their increased use; the greatest deterrent to the use of students was high turnover. (Authors/MSE)

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Fast Response Survey System

National Center for Education Statistics

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Part-Time Financial Aid Counselors In Institutions of Higher Education 1977

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FRSS Report No. 3

HIGHLIGHTS

- Extent of Use of Part-Time Staff and Counselors in Institutions of Higher Education

The use of part-time staff to perform a variety of tasks in student financial aid (SFA) offices was widespread. Seventy-nine percent of the 2,827 institutions of higher education enrolling undergraduates reported employment of part-time staff. However, only one of every three institutions was currently using part-time counselors.

SFA offices employed a total of about 10,000 part-time staff, of whom 26 percent were assigned to counseling duties.

Students hired under College Work-Study Program (CWSP) funding were used by more institutions than other students and non-students for counseling activities and for part-time work in general.

- Characteristics of Institutions Using Part-Time Counselors

Four-year colleges and universities were more likely than two-year institutions to employ part-time personnel. The likelihood that an institution used both part-time staff and part-time counselors increased as the enrollment size of the institution increased.

- Projected Growth of Use of Part-Time Counselors

Almost half of the institutions planned to introduce or expand the use of part-time counselors, with the major increase planned for CWSP students.

Those institutions currently using part-time counselors were more likely to plan on expanding their use than institutions not currently using them were to introduce their use.

If current practices and plans are carried out, a projected 60 percent of the institutions will be using part-time counselors to assist SFA administrators.

- Quality of Counseling Services Performed by Part-Time Counselors

Part-time counselors were generally rated by their employers as adequate or very good, with non-students receiving somewhat higher ratings than students.

- Factors Discouraging Increased Use of Part-Time Counselors

The cost for salaries for non-students was reported to be the greatest deterrent to their increased use by most institutions. The greatest deterrent for use of CWSP students was high turnover.

FAST RESPONSE SURVEY SYSTEM REPORT NO. 3

Part-Time Financial Aid Counselors in Institutions of Higher Education, 1977

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NATIONAL CENTER FOR EDUCATION STATISTICS

"The purpose of the Center shall be to collect and disseminate statistics and other data related to education in the United States and in other nations. The Center shall . . . collect, collate, and, from time to time, report full and complete statistics on the conditions of education in the United States; conduct and publish reports on specialized analyses of the meaning and significance of such statistics; . . . and review and report on education activities in foreign countries."--Section 406(b) of the General Education Provisions Act, as amended (20 U.S.C. 1221e-1).

Other reports of the Fast Response Survey System (FRSS):

No. 1 -- Statewide Developments in Performance-Based Education, 1976, A Survey of State Education Agencies

No. 2 -- Job Placement Services Provided by Local School Systems to Students, Graduates, and Dropouts, 1976

Prepared for the National Center for Education Statistics

by Westat, Inc. under

Contract Number 300-76-0009

FOREWORD

This report presents the findings of a survey conducted with the Fast Response Survey System (FRSS) and is the third in the FRSS series of studies on current educational topics. The objective of the FRSS is to provide timely, national estimates of key data that are needed for educational planning, policymaking, or legislative consideration.

The survey was conducted at the request of the U.S. Office of Education (OE). Its purpose was to provide national data about the use of part-time financial aid counselors in institutions of higher education. These data are needed in the formulation of recommendations to the Congress, as mandated by P.L. 94-482.

Development of this report involved the efforts of numerous individuals and organizations. The survey was conducted by Westat, Inc., a research firm in Rockville, Maryland, under contract with the National Center for Education Statistics (NCES). Anita Schroeder directed the project for Westat. Other key Westat personnel included Susan Rieger, who directed the data collection activities and participated in other project phases, Edwin Krintz, who supervised the contacts with FRSS participants, and Russell Bucans and Michael Mansouri, who handled the computer processing.

Alexander Ratnofsky, Office of Planning, Budgeting and Evaluation (OE), originated the survey questions and worked closely with NCES and Westat in refining the questionnaire and analyzing the data. NCES staff members contributed to various survey activities; among these, O. Jean Brandes was particularly helpful in the development of the questionnaire and Joseph Cook performed the difficult task of composing the data collection instrument. The cover and title pages were developed by Nancy Young. Joseph Teresa, Technical Planning Officer, contributed valuable advice throughout the survey.

State FRSS coordinators supported the survey by helping to expedite data collection in their States, and the FRSS institutional respondents and financial aid administrators returned their completed questionnaires with the promptness that enables FRSS to achieve its goal. The cooperation of these individuals and other contributors is gratefully acknowledged.

Direction of all FRSS activities is the responsibility of Jeanette Goor, Project Officer, NCES.

Marie D. Eldridge
Administrator

TABLE OF CONTENTS

HIGHLIGHTS . . . . . Inside Front Cover

INTRODUCTION 1

SURVEY FINDINGS 2

SUMMARY 15

APPENDIX I: THE FAST RESPONSE SURVEY SYSTEM 16
METHODOLOGY 16
STANDARD ERRORS OF STATISTICS 17

APPENDIX II: SURVEY FORM . . . . . Inside Back Cover

Text Tables

Tables

1 - Full-time professionals in student financial aid offices of institutions of higher education, by selected institutional characteristics: United States, spring 1977 2

2 - Extent of use of part-time staff and counselors in student financial aid offices of institutions of higher education, by category of staff: United States, spring 1977 3

3 - Extent of use of part-time staff and counselors in student financial aid offices of institutions of higher education, by number of staff categories: United States, spring 1977 4

4 - Total part-time staff and counselors in student financial aid offices of institutions of higher education and percent used as counselors, by category of staff: United States, spring 1977 5

5 - Extent of use of part-time staff and counselors in student financial aid offices of institutions of higher education, by selected institutional characteristics: United States, spring 1977 6

6 - Average number of part-time staff and counselors in student financial aid offices per institution of higher education, by category of staff and selected institutional characteristics: United States, spring 1977 7

7 - Tasks to which part-time student financial aid counselors in institutions of higher education devoted a substantial proportion of their time, by category of staff: United States, spring 1977 8

8 - Quality of counseling services performed by part-time student financial aid counselors in institutions of higher education, by category of staff: United States, spring 1977 9

TABLE OF CONTENTS (Continued)

9 - Plans for introduction or expansion of use of part-time student financial aid counselors, by current staff usage: United States, spring 1977. 10

10 - Plans for introduction or expansion of the use of part-time student financial aid counselors, by current staff usage and by category of staff: United States, spring 1977 11

11 - Projected use of part-time counselors by student financial aid offices in institutions of higher education, by category of staff: United States, spring 1977 12

12 - Factors discouraging increased use of part-time counselors in student financial aid offices of institutions of higher education, by severity of discouragement, plans for expanded use, and category of staff: United States, spring 1977 14

Appendix
Tables

A - Universe of institutions of higher education serving undergraduates by enrollment size, level, and control 16

B - Approximate coefficients of variation for estimated numbers of institutions 17

C - Approximate coefficients of variation of estimated numbers of staff. 18

INTRODUCTION

Access to higher education is often determined by a student's financial situation and awareness of available financial aid. In the past few years, attention has been focused increasingly on the extent and quality of the financial aid information that is disseminated to students. Dissatisfaction with existing dissemination activities has been expressed by a number of student aid committees and task forces. One recommendation to improve the quality and scope of information dissemination has been the expanded use of students and other part-time personnel in student financial aid offices of institutions of higher education.

As a result of general concern about the flow of financial aid information to students, Congress enacted special provisions to investigate existing procedures. The Education Amendments Act of 1976 (Sec. 493B) called for a study of ways to improve financial aid services at the college level, with particular attention to the use of part-time counselors. The first phase of the study required a survey of current practices of higher educational institutions with respect to the use of part-time personnel in student financial aid offices. The results of this survey and subsequent consideration of the issues involved were to be coordinated in the second phase, culminating in a report and recommendations to Congress by the Commissioner of Education.

This survey was requested by the Office of Education and represents the first phase of a series of Congressionally mandated activities. The objective of the survey is to provide national estimates of higher education institutional practices regarding the use of part-time staff to provide financial aid counseling to undergraduate students.

The questionnaire contained seven questions. The first question elicited information on the number of undergraduates served by the student financial aid (SFA) office and the second asked for the number of full-time professional employees devoting all or part of their time to the SFA office. These two questions were intended to indicate the information services load of SFA officers by providing a measure of the number of undergraduates (a major component of the potential consumers of SFA information) and the number of full-time professionals responsible for information dissemination in institutions of higher education. The first question was not uniformly interpreted by the respondents and the responses were therefore not used. Instead, the information on undergraduates was taken from the 1975 Opening Fall Enrollment Survey previously conducted by the National Center for Education Statistics.

The remainder of the questionnaire was devoted to gathering information regarding part-time staff and counselors, by three categories: students hired under College Work-Study Program (CWSP) funding; other students (non-CWSP); and non-students. The extent to which part-time employees were used by institutions and the numbers that were used for counseling tasks were requested in question 3. Part-time counselors were defined as those part-time staff assigned mainly to assist the SFA officer in making information available to students. Data were requested by the three categories of part-time staff since institutional usages and attitudes might vary.

Question 4 collected information on the type of tasks assigned to part-time counselors and the proportion of their time spent on each task. In question 5, the institutions were asked to rate the quality of services performed by part-time counselors. These two questions reflected the experience of institutions using each category of part-time counselors.

Institutional plans to introduce or expand the use of part-time counselors were reported in question 6 in order to determine the potential expansion of such use. Finally, information on attitudes mitigating against increased use of part-time counselors was collected in question 7.

SURVEY FINDINGS

The survey revealed a number of facts and opinions about the use of part-time staff to carry on the work of the student financial aid offices in institutions of higher education throughout the United States. It elicited figures on the number of institutions using such personnel to supplement full-time staff and the number of part-time staff and part-time counselors employed by these institutions. In addition, institutions were given the opportunity to express their attitudes and to summarize their experiences with the use of different categories of part-time counselors and to register their satisfaction or dissatisfaction with such use.

The survey methodology is given in appendix I; the questionnaire form appears in appendix II.

Full-Time Professionals in SFA Offices

Student financial aid offices in the 2,827 institutions of higher education enrolling undergraduates employed a total of about 8,300 full-time professional employees who devoted all or part of their time to SFA activities. This is an average of three SFA staff members per institution. Based on the number of undergraduate students in these institutions, it appears that each full-time staff member was potentially responsible for an average of 1,030 undergraduates. Table 1 shows the variations of these averages by type and size of institution. The averages are rough estimates of the student load per full-time professional employee since full-time employees may devote only part of their time to financial aid counseling. In addition, they may also serve graduates and applicants to the institution who decide not to enroll. With these reservations, the large number of undergraduates per full-time professional, particularly in large institutions, results in estimates that may point to a gap between possible dissemination and actual availability of financial aid information. The average number of undergraduates per full-time professional ranges from 400 for institutions with a total enrollment of less than 2,500 to about 1,700 for institutions with 10,000 or more students.

Table 1.--Full-time professionals[1] in student financial aid offices of institutions of higher education, by selected institutional characteristics: United States, spring 1977

Institutional characteristics	Average number of full-time professional staff per institution	Average number of undergraduates per full-time professional staff member
United States, total	3.0	1,030
Public control	3.4	1,468
Private control	2.6	472
Two year	2.1	1,392
Four year and universities	3.5	886
Total enrollment size class:		
Less than 2,500	2.1	400
2,500 - 9,999	3.1	1,340
10,000 - 19,000	6.2	1,765
20,000 and over	11.1	1,728

[1]Also includes full-time professionals who devote only part of their time to financial aid counseling.

Extent of Use of Part-Time Staff and Counselors

Table 2 indicates that more than three of every four (79 percent) of the higher education institutions in the United States enrolling undergraduates employed part-time staff in their student financial aid offices. Most part-time personnel were used for activities other than student counseling; only 33 percent of the institutions reported that they used part-time staff for counseling students. For both part-time staff and counselors, institutions relied most often on CWSP students (those hired under College Work-Study Program funding) and least frequently on non-CWSP students (those hired under other funding). The third category of part-time staff consisted of non-students.

Table 2.--Extent of use of part-time staff and counselors in student financial aid offices of institutions of higher education, by category of staff: United States, spring 1977

Category of staff	Institutions using part-time staff		Institutions using part-time counselors	
	Number	Percent of all institutions[1]	Number	Percent of all institutions[1]
Any part-time category	2,226	79	938	33
CWSP students	1,658	59	639	23
Non-CWSP students	639	22	166	6
Non-students	1,060	38	327	12

[1]Based on 2,827 institutions with undergraduate students.

About half (56 percent) of the institutions with any part-time staff used only one of the three categories of staff in their SFA offices (table 3). The remainder (44 percent) used two or more categories.

However, 82 percent (or 771) of the institutions utilizing part-time counselors relied on a single source of staff. For 51 percent (or 476) of the institutions using part-time counselors, the source was CWSP students.

Table 3.--Extent of use of part-time staff and counselors in student financial aid offices of institutions of higher education, by number of staff categories: United States, spring 1977

Combinations of staff categories	Institutions using part-time staff		Institutions using part-time counselors	
	Number	Percent	Number	Percent
Any part-time category	2,226	100	938	100
One category, total	1,246	56	771	82
CWSP students	739	33	476	51
Non-CWSP students	132	6	71	7
Non-students	375	17	224	24
Two categories	831	37	141	15
Three categories	149	7	26	3

A total of 10,051 part-time staff were employed, of whom 26 percent (or 2,672) were used for counseling; CWSP students predominated among both total part-time staff and part-time counselors (table 4).

Table 4.--Total part-time staff and counselors in student financial aid offices of institutions of higher education and percent used as counselors, by category of staff: United States, spring 1977

Category of staff	Total part-time staff		Total part-time counselors		Percent of part-time staff used as counselors
	Number	Percent	Number	Percent	
All part-time categories	10,051	100	2,672	100	26
CWSP students	7,003	70	1,714	64	24
Non-CWSP students	1,414	14	498	19	35
Non-students	1,634	16	460	17	28

Institutional enrollment size had a bearing on the likelihood of an institution's employing any part-time staff and using them as counselors (table 5). Percentages of institutions with part-time staff and counselors increased as enrollment size increased. The type of control (public/private) and level of institution show smaller variations.

Table 5.--Extent of use of part-time staff and counselors in student financial aid offices of institutions of higher education, by selected institutional characteristics: United States, spring 1977

Institutional characteristics	Number of institutions	Institutions using part-time staff		Institutions using part-time counselors	
		Number	Percent	Number	Percent
United States total	2,827	2,226	79	938	33
Public control	1,418	1,132	80	552	39
Private control	1,409	1,094	78	386	27
Two year	1,126	815	72	376	33
Four year and universities	1,701	1,411	83	562	33
Total enrollment size:					
Less than 2,500	1,794	1,301	73	467	26
2,500 - 9,999	736	639	87	316	43
10,000 - 19,999	195	188	96	99	51
20,000 and over	102	98	97	56	55

Enrollment size also had a bearing on the average numbers of part-time staff hired and used as counselors (table 6). With one exception, larger institutions used more part-time staff and counselors of each category than did smaller ones.

Publicly controlled institutions also used more part-time staff and counselors than did privately controlled institutions, but this finding may be related to the generally larger size of publicly controlled institutions.

Table 6.--Average number of part-time staff and counselors in student financial aid offices per institution of higher education, by category of staff and selected institutional characteristics: United States, spring 1977

Institutional characteristics	All staff			Counseling staff only		
	CWSP students	Non-CWSP students	Non-students	CWSP students	Non-CWSP students	Non-students
United States, total	4.2	2.2	1.5	2.7	3.0	1.4
Public control	5.4	2.6	2.0	3.2	3.6	1.5
Private control	2.6	1.7	1.1	1.9	1.5	1.2
Two year	3.6	2.2	1.9	3.3	4.2	1.4
Four year and universities	4.5	2.2	1.3	2.4	2.0	1.4
Total enrollment size:						
Less than 2,500	2.3	1.4	1.2	1.7	1.3	1.1
2,500 - 9,999	4.4	2.9	2.1	3.2	6.3	1.6
10,000 - 19,999	6.8	2.4	2.2	3.5	1.8	1.7
20,000 and over	14.8	3.6	2.4	6.0	2.8	1.7

Tasks Assigned to Part-Time SFA Counselors

Institutions with part-time counselors reported on the proportions of time each category of staff spent on information dissemination to students (such as informing students about SFA types and procedures and explaining aid packages), on other counseling activities (such as developing preliminary aid packages and needs analysis), and on non-counseling support activities (such as report writing and record-keeping). Institutions most often assigned the task of information dissemination as a primary activity to student counselors. However, variations in the use of the different staff categories were observed with regard to the "other counseling activities." Table 7 presents the survey findings concerning tasks assigned to part-time counselors for 50 percent or more of their time. Approximately five percent of the institutions using student counselors, as contrasted with 31 percent of the institutions using non-student counselors, assigned them to "other counseling activities" for a substantial amount of time.

Table 7.--Tasks to which part-time student financial aid counselors in institutions of higher education devoted a substantial proportion of their time, by category of staff: United States, spring 1977

Tasks	Institutions assigning task for 50 percent or more of part-time SFA counselor's time [1]					
	CWSP students		Non-CWSP students		Non-students	
	Number	Percent[2]	Number	Percent[2]	Number	Percent[2]
Information dissemination to students	282	44	69	42	155	47
Other counseling activities	29	4	8	5	103	31
Non-counseling support activities	194	30	23	14	137	42

[1] The percentages and numbers in each column do not add to totals since institutions could assign one or two tasks for 50 percent or more of each counselor's time.

[2] Based on the total number of institutions using part-time counselors: 639, 166, and 327 for CWSP students, non-CWSP students, and non-students, respectively.

Quality of Counseling Services Performed by Part-Time Counselors

Institutions using each category of part-time counselors rated the quality of the counseling services performed by each type of staff (table 8). All categories were generally rated "adequate" or "very good" for each of the three tasks. However, both the non-CWSP student and the non-student categories received more "very good" than "adequate" ratings.

Table 8.--Quality of counseling services performed by part-time student financial aid counselors in institutions of higher education, by category of staff: United States, spring 1977

Rating	CWSP students		Non-CWSP students		Non-students	
	Number of institutions	Percent of institutions	Number of institutions	Percent of institutions	Number of institutions	Percent of institutions
Total responses	617	100	165	100	327	100
Very good	264	43	108	65	194	60
Adequate	299	48	54	33	122	37
Inadequate	54	9	3	2	10	3

Plans for Introduction or Expansion of Use of Part-Time Counselors

About half (47 percent) of the institutions reported that they planned to introduce or expand their use of one or more categories of part-time counselors (table 9). Plans were generally related to current use of such personnel, with institutions more likely to plan expansion than introduction of the use of part-time counselors. The positive relationship between current use of part-time counselors and future plans for their use holds for each staff category (table 10). Sixty-one percent of institutions currently using CWSP student counselors planned to expand their use, while only 29 percent of those institutions not using them planned to introduce their use.

In addition, a larger number of institutions were planning on increased utilization of CWSP counselors than either of the other two staff categories. Seventy-eight percent (or 1,029) of the 1,319 institutions with any expansion plans reported their intentions to increase the use of CWSP students.

Table 9.--Plans for introduction or expansion of use of part-time student financial aid counselors, by current staff usage: United States, spring 1977

Current staff usage	Institutional responses about plans for introduction or expansion of use of part-time counselors				
	Total responses	Yes		No	
		Number	Percent	Number	Percent
Total institutions	2,827	1,319	47	1,508	53
Total currently using part-time counselors	938	558	59	380	41
Total not currently using part-time counselors	1,889	761	40	1,128	60

Table 10.--Plans for introduction or expansion of the use of part-time student financial aid counselors, by current staff usage and by category of staff: United States, spring 1977

Current staff usage	Institutional responses about plans for introduction or expansion of use of part-time counselors				
	Total responses	Yes		No	
		Number	Percent	Number	Percent
Currently using as counselors:					
CWSP students	639	389	61	250	39
Non-CWSP students	166	81	49	85	51
Non-students	327	118	36	208	64
Not currently using as counselors:					
CWSP students	2,188	640	29	1,548	71
Non-CWSP students	2,655	338	13	2,317	87
Non-students	2,499	472	19	2,027	81
Regardless of current use as counselors:					
CWSP students	2,827	1,029	36	1,798	64
Non-CWSP students	2,821	419	15	2,402	85
Non-students	2,825	590	21	2,235	79

Projected Use of Part-Time Counselors

A projected use of part-time counselors can be obtained by adding to the number of institutions currently using them the number of institutions not currently using them but planning to do so. Table 11 shows the overall projected use to be 60 percent of all the institutions covered in the survey, assuming that current practices continue and reported plans are implemented. The current use was 33 percent. A substantial increase was projected in the use of all three staff categories, with the CWSP student category having the highest projected use.

Table 11.--Projected use of part-time counselors by student financial aid offices in institutions of higher education, by category of staff: United States, spring 1977

Staff category	Currently using		Planning to introduce use		Total projected use	
	Number of institutions	Percent[1]	Number of institutions	Percent[1]	Number of institutions	Percent[1]
Any category	938	33	761	27	1,699	60
CWSP student	639	23	640	23	1,279	45
Non-CWSP student	166	6	338	12	504	18
Non-student	327	12	472	17	799	28

[1] Based on 2,827 institutions with undergraduate students.

Factors Discouraging Increased Use of Part-Time Counselors

The questionnaire contained seven reasons why institutions might be reluctant to introduce or expand the use of part-time counselors and provided three levels of response for each reason: "severely discouraging," "moderately discouraging," and "slightly or not at all discouraging" to plans for increased use of part-time counselors. Table 12 shows the responses by percentages of those planning and those not planning to introduce or expand the use of part-time counselors.

The cost for salaries was the most widespread factor discouraging increased use of non-CWSP students and non-students. High turnover was a highly discouraging factor in relation to the introduction or expansion of the use of CWSP and non-CWSP students. Time for supervision and time for training were felt to be moderately to severely discouraging, particularly for students. On the other hand, most institutions apparently felt that using part-time counselors was cost effective, since "benefits not commensurate with costs" received few "severely discouraging" reports for each of the categories.

As would be expected, attitudes varied by whether or not institutions planned to expand or introduce utilization of part-time counselors. Generally, fewer institutions with plans to increase usage than those without such plans reported factors to be severely discouraging.

In addition to the reasons listed on the questionnaire, some of the institutions availed themselves of the "other" factor to specify such concerns as space limitations, confidentiality of student records, scheduling problems, and complexity of work.

Table 12.--Factors discouraging increased use of part-time counselors in student financial aid offices of institutions of higher education, by severity of discouragement, plans for expanded use, and category of staff: United States, spring 1977

Factor and degree of discouragement	Percent of institutions planning to introduce or expand use of each staff category as part-time counselors					
	CWSP students		Non-CWSP students		Non-students	
	Yes	No	Yes	No	Yes	No
Total responses, number	1,029	1,798	419	2,042	590	2,235
Percent	100	100	100	100	100	100
Cost for salaries						
Severely	14	42	47	65	65	72
Moderately	23	17	30	17	19	15
Slightly or not at all	63	41	23	18	16	13
Time for training						
Severely	10	22	7	20	10	16
Moderately	50	37	60	39	40	42
Slightly or not at all	40	41	33	41	50	42
Time for supervision						
Severely	16	22	10	21	11	18
Moderately	50	39	56	41	38	43
Slightly or not at all	34	39	34	38	51	39
Actual or anticipated quality of counseling services						
Severely	14	28	13	23	11	11
Moderately	32	35	36	35	24	39
Slightly or not at all	54	37	51	42	65	50
Benefits not commensurate with costs						
Severely	5	16	3	17	9	18
Moderately	20	36	23	35	27	31
Slightly or not at all	75	48	74	48	64	51
High turnover						
Severely	31	36	39	33	14	18
Moderately	33	23	26	29	21	32
Slightly or not at all	36	41	35	38	65	50
Size of current staff sufficient						
Severely	13	31	18	28	10	35
Moderately	41	37	28	36	43	29
Slightly or not at all	46	32	54	36	47	36

SUMMARY

The use of part-time SFA staff was found to be widely acccepted by institutions of higher education enrolling undergraduates, but their use as counselors was much more limited. Those institutions that did use part-time counselors generally rated their counseling services "adequate" or "very good," and were more likely to plan to increase their use than were institutions with no current experience with part-time counselors. CWSP students were used by more institutions and in greater numbers than either non-CWSP students or non-students. In addition, more institutions planned to expand or introduce the utilization of CWSP students than of the other two categories of part-time staff.

Several concerns were reported about the increased use of part-time counselors, notably the cost of salaries for non-CWSP students and non-students, high turnover for both categories of student counselors, and time for training and supervision. Despite these concerns, however, about half of the institutions planned to introduce or expand their utilization of part-time counselors. These included a considerable number of institutions not currently using part-time counselors. As a result, the percentage of higher educational institutions using part-time staff as counselors can be expected to grow from the current 33 percent to a projected 60 percent, assuming that current practices continue and reported plans are implemented.

APPENDIX I

The Fast Response Survey System

The Fast Response Survey System (FRSS) was established by NCES for the rapid collection of data on important educational issues. The system focuses on information that is not available from other sources and that is narrowly limited in scope.

The FRSS covers six educational sectors. They are:

State education agencies (SEA's)

Local education agencies (LEA's)

Public elementary and secondary schools

Institutions of higher education

Noncollegiate postsecondary schools with occupational programs.

For each sector except the SEA's, a stratified random sample was designed to allow valid national estimates to be made. The sample sizes range from 500 to 1,000. All 51 SEA's are canvassed.

A data collection network involving both respondents and coordinators was developed in each sector. The coordinator's role is to assist in the data collection by maintaining liaison with the sampled institutions or agencies. The respondents were selected to represent their institutions or agencies and are responsible for completing the questionnaires.

The Fast Response Survey System provides NCES with a mechanism for furnishing data quickly and efficiently. All aspects of the system -- the sample design, the network of coordinators and respondents, and the short questionnaires -- have been designed for that purpose.

Methodology for the Survey of Part-Time Financial Aid Counselors in Institutions of Higher Education

The national sample of 502 institutions of higher education used for this study was drawn with probability proportional to size from the universe of 3,025 institutions of higher education in the United States. The universe of institutions was stratified by enrollment size class, level, and control prior to sample selection.

The sample was reduced to 478 after eliminating the out-of-scope institutions (those institutions not serving undergraduates) and correcting for other circumstances. On receipt of 94 percent of the questionnaires, the data collection effort was halted.

A weight adjustment was made to account for survey nonresponse. The weight adjustment was calculated for each cell of a three-way tabulation of responses. This tabulation made use of the enrollment size, level, and control classification of each institution of higher education. The resulting weighted survey responses represent the 2,827 institutions of higher education serving undergraduates in the United States, based on the 1975 Opening Fall Enrollment Survey (NCES). Table A shows the cell and marginal totals used in the weighting.

Table A.--Universe of institutions of higher education serving undergraduates by enrollment size, level, and control

Total enrollment size	Total	University		Other 4-year		2-year	
		Public	Private	Public	Private	Public	Private
Total	2,827	94	65	427	1,115	897	229
Less than 1,000	1,026	0	0	19	632	175	200
1,000 - 2,499	763	0	1	93	346	304	24
2,500 - 4,999	402	1	11	106	107	174	3
5,000 - 9,999	334	12	27	118	27	148	2
10,000 - 19,999	195	29	17	71	3	75	0
20,000 and over	102	52	9	20	0	21	0

Source: 1974-75 Opening Fall Enrollment Survey, NCES.

Standard Errors of Statistics

All statements of comparison made in the text are significant at a 1.6 standard error level or better. In other words, the chances are about 90 in 100 that the difference between a sample estimate and the universe figure is less than 1.6 times the standard error. Approximate coefficients of variation for estimated numbers of institutions are given in table B.

Most of the survey estimates provided in this report are estimates of the number of institutions in the survey population having a particular set of characteristics. In most cases these estimates are presented as a percentage of the total number of institutions - a known quantity. (There are 2,827 institutions with undergraduate students.)

An estimate of the coefficient of variation (c.v.) of a given estimated total number of institutions having certain characteristics can be determined from table B. If the associated percentage is based on all institutions, then the coefficient of variation for the percentage is the same as that for the total number (the numerator of the fraction). For example, in table 2 it is estimated that 2,226 institutions are currently using part-time staff. Interpolating from table B yields an estimate of .040 for the coefficient of variation. This estimate of the coefficient of variation would also apply to the percentage estimate of 79 percent given in table 2.

If the denominator of the percent is not the total, but another survey estimate, a reasonably good estimate of the c.v. for the percentage is $(c.v._y^2 - c.v._x^2)^{\frac{1}{2}}$, where $c.v._y$ and $c.v._x$ are the c.v.'s for the numerator and denominator of the percent respectively.

Table B.--Approximate coefficients of variation for estimated numbers of institutions

Size of estimate	Coefficient of variation
25	0.662
50	0.398
100	0.302
200	0.205
300	0.199
400	0.197
500	0.196
1,000	0.098
1,500	0.072
2,000	0.048
2,500	0.032

In addition to estimates of institutions, estimates of numbers of staff were also derived from the survey data. In table C, coefficients of variation were estimated for the survey estimates of part-time counselors and part-time staff, corresponding to those given in table 4 of the text. Finally, the coefficient of variation was estimated for the survey estimate of the total number of full-time professionals.

Table C.--Approximate coefficients of variation for estimated numbers of staff

Category of staff	Size of estimate	Coefficient of variation
Part-time staff (question 3a)		
All part-time categories	10,051	.071
CWSP students	7,003	.094
Non-CWSP students	1,414	.137
Non-students	1,634	.115
Part-time counselors (question 3b)		
All part-time categories	2,672	.111
CWSP students	1,714	.138
Non-CWSP students	498	.326
Non-students	460	.151
Full-time professional staff (question 2)		
All staff	8,267	.065

APPENDIX II

Survey Form

Fast Response Survey System (FRSS)

DEPARTMENT OF HEALTH, EDUCATION, AND WELFARE
EDUCATION DIVISION
NATIONAL CENTER FOR EDUCATION STATISTICS
WASHINGTON, D.C. 20202

FORM APPROVED
OMB NO. 51-R1101

Dear Fast Response Survey Respondent:

This survey, requested by the Office of Education, is needed by the Commissioner to formulate recommendations, as mandated by Congress. The survey concerns the use of part-time student financial aid (SFA) counselors. It is expected that in most institutions the answers can be most conveniently provided by your SFA office that assists undergraduates. If you have any questions concerning the survey, you may contact Jeanette Gore of my staff at (202) 245-7843. Please return the completed questionnaire to the address on back of this form within two weeks. Thank you for your prompt cooperation.

Sincerely,

Marie D. Eldridge

Marie D. Eldridge
Administrator

DEFINITIONS FOR PURPOSES OF THIS SURVEY
(Please read before completing the questionnaire)

SFA Office: the office that has the official responsibility to assist all or most of the undergraduates in obtaining Federal student financial aid (SFA). It may also assist graduates. Offices that assist only special categories of students, such as veterans, are not included in this definition.

Part-time SFA staff: all paid part-time employees of your institution, including secretarial and clerical, currently working in your SFA office.

Part-time SFA counselors: any of those part-time SFA staff whose tasks are mainly to assist the SFA officer in making information available to students. They include CWSP students *(hired under the College Work-Study Program)*, non-CWSP students *(hired under other funding)*, and non-students. Part-time staff whose tasks are mainly secretarial or clerical are not included.

Information dissemination to students: includes counseling tasks such as informing students about SFA types and procedures and explaining aid packages.

Other SFA counseling activities: include tasks such as developing preliminary aid packages and needs analysis.

Non-counseling support activities: include tasks such as report writing and recordkeeping.

SURVEY OF PART-TIME SFA COUNSELORS IN INSTITUTIONS OF HIGHER EDUCATION

This report is authorized by law *(20 U.S.C. 1221e-1)*. While you are not required to respond, your cooperation is needed to make the results of this survey comprehensive, accurate, and timely.

1. APPROXIMATE NUMBER OF UNDERGRADUATES ENROLLED *(full- and part-time)* IN THE COLLEGE OR INSTITUTION SERVICED BY YOUR SFA OFFICE, AS OF FALL 1976 →

2. NUMBER OF FULL-TIME PROFESSIONAL EMPLOYEES OF YOUR INSTITUTION WHO CURRENTLY DEVOTE ALL OR PART OF THEIR TIME TO YOUR SFA OFFICE →

THE REMAINING QUESTIONS REFER TO CURRENT PART-TIME SFA STAFF. PLEASE ENTER YOUR RESPONSE FOR EACH CATEGORY.

	CATEGORIES OF PART-TIME SFA STAFF		
	STUDENTS		NON-STUDENTS
	CWSP	NON CWSP	
3a. WHAT IS THE TOTAL NUMBER OF PART-TIME SFA STAFF?			
b. HOW MANY OF THESE ARE PART-TIME SFA COUNSELORS? *(If "none" in all 3 categories, check here ☐ and skip Questions 4 and 5.)*			
IN QUESTIONS 4 AND 5, CHECK THE APPROPRIATE CODE FOR EACH LINE FOR EACH CATEGORY *(Where Question 3b is NOT zero.)*			
4. ON THE AVERAGE, WHAT PROPORTION OF THEIR TIME DO PART-TIME SFA COUNSELORS DEVOTE TO THE FOLLOWING TASKS? (1) Substantial, 50% or more; (2) Some, 25%-49%; (3) Little, less than 25%; (4) None			
a. INFORMATION DISSEMINATION TO STUDENTS	1 2 3 4 ☐☐☐☐	1 2 3 4 ☐☐☐☐	1 2 3 4 ☐☐☐☐
b. OTHER COUNSELING ACTIVITIES	1 2 3 4 ☐☐☐☐	1 2 3 4 ☐☐☐☐	1 2 3 4 ☐☐☐☐
c. NON-COUNSELING SUPPORT ACTIVITIES	1 2 3 4 ☐☐☐☐	1 2 3 4 ☐☐☐☐	1 2 3 4 ☐☐☐☐
5. HOW DO YOU RATE THE GENERAL QUALITY OF COUNSELING SERVICES PERFORMED AT YOUR INSTITUTION BY PART-TIME SFA COUNSELORS? (1) Very good; (2) Adequate; (3) Inadequate	1 2 3 ☐☐☐	1 2 3 ☐☐☐	1 2 3 ☐☐☐

PLEASE ANSWER QUESTIONS 6 AND 7 FOR ALL 3 CATEGORIES, WHETHER OR NOT YOU CURRENTLY USE PART-TIME COUNSELORS.	CATEGORIES OF PART-TIME SFA STAFF		
	STUDENTS		NON-STUDENTS
	CWSP	NON CWSP	
6. ARE YOU PLANNING TO INTRODUCE OR EXPAND THE USE OF PART-TIME COUNSELORS?	YES ☐ NO ☐	YES ☐ NO ☐	YES ☐ NO ☐
7. REGARDLESS OF YOUR PLANS, TO WHAT DEGREE DO *(or would)* EACH OF THE FOLLOWING FACTORS DISCOURAGE THE INTRODUCTION OR EXPANSION OF THE USE OF PART-TIME COUNSELORS IN YOUR INSTITUTION? (1) Severely; (2) Moderately; (3) Slightly or not at all			
a. COST FOR SALARIES	1 2 3 ☐☐☐	1 2 3 ☐☐☐	1 2 3 ☐☐☐
b. TIME FOR TRAINING	1 2 3 ☐☐☐	1 2 3 ☐☐☐	1 2 3 ☐☐☐
c. TIME FOR SUPERVISION	1 2 3 ☐☐☐	1 2 3 ☐☐☐	1 2 3 ☐☐☐
d. ACTUAL OR ANTICIPATED QUALITY OF COUNSELING SERVICES	1 2 3 ☐☐☐	1 2 3 ☐☐☐	1 2 3 ☐☐☐
e. BENEFITS NOT COMMENSURATE WITH COSTS	1 2 3 ☐☐☐	1 2 3 ☐☐☐	1 2 3 ☐☐☐
f. HIGH TURNOVER	1 2 3 ☐☐☐	1 2 3 ☐☐☐	1 2 3 ☐☐☐
g. SIZE OF CURRENT STAFF SUFFICIENT	1 2 3 ☐☐☐	1 2 3 ☐☐☐	1 2 3 ☐☐☐
h. OTHER FACTORS *(Specify)*	1 2 3 ☐☐☐	1 2 3 ☐☐☐	1 2 3 ☐☐☐
	1 2 3 ☐☐☐	1 2 3 ☐☐☐	1 2 3 ☐☐☐

NAME OF PERSON COMPLETING THIS FORM | TELEPHONE → AREA CODE | NUMBER

NCES FORM 2379-3, 4/77